

Hospital Key Contacts Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday–Friday		
Topic	Contact	Information Available
Claims (Medicaid)	Claims Processing Unit P.O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In/out of state (406) 442-1837 Helena	<ul style="list-style-type: none"> • Send paper claims to this address. • Call for answers to claims questions.
Client Eligibility	FaxBack (800) 714-0075 (24 hours) Automated Voice Response System (800) 714-0060 (24 hours) Montana Access to Health Web Portal http://mtaccesstohealth.acs-shc.com/mt/general/home.do Medifax EDI (800) 444-4336, X2072 (24 hours)	<ul style="list-style-type: none"> • For details, click the <i>Eligibility</i> link under the <i>Key Contacts</i> list on your web page, or consult your provider manual.
Passport Client Information	Passport to Health P.O. Box 254 Helena, MT 59624-0254 Medicaid/HMK <i>Plus</i> Client Help Line Phone: (800) 362-8312 In/out of state	<ul style="list-style-type: none"> • Clients who have general Medicaid questions may call the Client Help Line.
Policy Questions	Jennifer Wilhoit Health Resources Division 1400 Broadway P.O. Box 202951 Helena, MT 59620-2951 Phone: (406) 444-7018 In/out of -state Fax: (406) 444-1861 E-mail: jwilhoit@mt.gov	<ul style="list-style-type: none"> • See also <i>Policy Information</i> in <i>Key Contacts</i>.
Prior Authorization	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602 Phone: (406) 443-4020 X 150 Helena (800) 265-1545 X 150 In/out of state Fax: (800) 497-8235 In/out of state (406) 443-4385 Helena	Prior authorization is required for: <ul style="list-style-type: none"> • All out-of-state hospital care. • All transplant services. • All in-state and out-of-state rehabilitation services..

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Provider Enrollment	Provider Enrollment P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In/out of state (406) 442-1837 Helena	<ul style="list-style-type: none"> To enroll as a Montana Medicaid provider.
Provider Relations	Provider Relations Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In/out of state (406) 442-1837 Helena	<ul style="list-style-type: none"> For questions about claims, EDI, eligibility, payments, and denials, or to request billing instructions, call or write. Billing instructions, manuals, forms, and fee schedules are available on the Provider Information website.
Restricted Client Authorization	Surveillance/Utilization/Review Section (SURS) P.O. Box 202953 Helena, MT 59620 Phone: (406) 444-4167 In/out of state	<ul style="list-style-type: none"> For authorization for emergency services provided for restricted claims, contact SURS. All other services must be authorized by the client's designated provider. See <i>Prior Authorization</i> in the <i>Key Contacts</i> list for other authorization information.
Third Party Liability	Third Party Liability Unit P.O. Box 5838 Helena, MT 59604 Phone: (800) 624-3958 In- and out of state (406) 442-1837 Helena	<ul style="list-style-type: none"> For answers to questions about private insurance, Medicare or other third party liability.